# APPARATUS AND METHOD FOR CONTACTING A CUSTOMER SUPPORT LINE ON CUSTOMER'S BEHALF AND HAVING A CUSTOMER SUPPORT REPRESENTATIVE CONTACT THE CUSTOMER

## ABSTRACT OF THE DISCLOSURE

A method is provided in an application server configured for responding to hypertext transport protocol (HTTP) requests. The method includes storing, in response to a first HTTP request, an XML document that specifies for a user, a call number of a second party. The stored XML document is retrieved based on a second HTTP request by the user. A first HTML document is generated based on the retrieved XML document. The first HTML document has instructions including the call number for accessing the second party. A second HTML document is generated based on a prescribed input received from the second party. The second HTML document has instructions for connecting the second party with the user. Hence, a user may speak with a called party without ever having to remain on hold.